The IL-NET National Training and Technical Assistance (T&TA) Center at ILRU is providing support to centers for independent living and statewide independent living councils as we all navigate the unprecedented times of the Coronavirus (COVID-19) pandemic. We are sharing this resource below in support of the communities you serve. Please email us at [ilru@ilru.org](mailto:ilru@ilru.org) with examples of how you are communicating with consumers in your communities and the resources you have found helpful. Visit the [ILRU Resources on COVID-19 webpage](https://www.ilru.org/resources-covid-19) for daily updates.

We intend to post this and all examples with the understanding that these are only examples of how one CIL or SILC has addressed important emergency-related matters in their organizational policies and procedures and that other organizations should adopt only those of the examples that fit their organization's circumstances. Each organization is responsible for ensuring compliance with federal, state, and local laws and directives. These materials have not been reviewed by ACL; therefore, no assumptions should be made regarding compliance or cost allowability.

Southeast Kansas IL Resource Center (SKIL) is conducting a consumer survey by phone for all consumers of the CIL during the COVID-19 pandemic. Lou Ann Kibbee, Systems Advocacy Manager with SKIL stated that this “is the questionnaire that SKIL is using to call all of our customers to make sure they are safe and have what they need. It will also help us to know which individuals have needs that we can help find resources to meet. It will also help us to find out about resources that our customers may know about in their communities that can be shared with others. We will be able to determine if individuals need some IL Skills training that we can help with remotely, such as learning how to order groceries online for delivery or pick up. It will help us to find individuals who are isolated and scared so that we know that they need to be followed up with to contact more often. We will find out if someone’s attendant is not coming into their home so we can help them find someone to hire.”

Below is a recap of information included in SKIL’s questionnaire for consumers.

**Questions for SKIL Customers during COVID-19 Crisis**

Date:

Customer Name & Address:

If customer isn't staying at home, find out where they are staying:

* City:
* Phone Number:

Emergency Contact (in case we cannot reach them after initial visit):

When calling identify who you are, and why you are calling. We want to be sure that our customers know how to reach us if they have needs now or in the future. Let them know that we are wanting to be sure that they are safe, and have everything that they currently need. We also want to be sure that they have a plan for getting what they need. It is also important to know that sometimes we have customers that might not be in a safe situation. We need to be mindful of this and ask questions in such a way that they can safely answer. We are trying to find out if customers in each area have the same needs or if we can identify potential issues that we can help to address system wide.

1. Do you live alone in your home? If not, who lives with you?
2. Do you have attendant care in your home? If yes, are your attendants still coming in to take care of your current needs? If not, do you have someone else available to assist you?
3. Do you have the food and hygiene products that you need for at least two weeks? (Food, toilet paper, soap, shampoo, disinfectant supplies, etc.) Is there currently anything that you need? If yes, what is it that you need?
4. Do you have the medical supplies and prescriptions that you need for at least (2) two weeks? If not, what do you need?
5. Do you have pets in the home? Do you have what you need to provide for your pets for at least (2) weeks? If not, what do you need?
6. Do you feel safe where you are staying? Are you afraid? Alone? Worried about paying bills? Are all of your utilities currently on? Do you need a referral for assistance?
7. In your community, have you heard of any resources that might be helpful for us to share with other customers in your area? (example - meal delivery options, medication pickup, grocery delivery, etc.)
8. Are you self-isolating? Has your doctor recommended that you self-isolate? Have you been exposed to the virus, and sent home to isolate? If you are, is there anything that you need to remain safe at home?

If you are in need of any resources, please know that we will work on locating assistance in your area and try to get you the help that you need. Please feel free to contact your local SKIL office at - Provide your number to them. Make sure that they have your name. This will make them feel more comfortable with calling back if they need something.

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